THE NAVAJO NATION

Class Code: 1870
Information Technology Series
Information Systems Group
Overtime Code: Non-Exempt
Pay Grade: 62

PRINCIPAL INFORMATION SYSTEMS TECHNICIAN

DEFINITION: Under general direction, performs journey level work involving advanced technical assistance and support to system users in the installation, maintenance and upkeep of hardware and software; assists in determining microcomputer hardware and software system requirements and specification and coordinates support for multiple local area networks and wide area network and computer systems within the Navajo Nation; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Performs a variety of highly complex duties in support of microcomputer, network and telecommunications systems hardware, software, peripheral printers and related equipment; troubleshoots and diagnoses equipment problems to ensure functional operation; performs or arranges for repair; provides support to local and wide area networks; maintains and administers users accounts; installs, tests and configures hardware and software on personal computers and network servers; maintains file servers; monitors and troubleshoots network performance problems; coordinates maintenance and repair with information systems and vendor staff; confers with and assist end users and information systems staff in the evaluation, selection, acquisition and implementation of computer hardware and software solutions.

Monitors program systems using a variety of languages; determines communication/network needs for new equipment installation; installs, configures and troubleshoots hardware and software applications and equipment related to local or wide area networks; connects users to network and installs network applications; troubleshoots telecommunications equipment problems to ensure functional operation; develops acquisition and implementation plans for introduction of network services or automation of system support functions; prepares reports as required; attends and participates in meetings; keeps abreast of new trends and innovations in the field of information technology; coordinates user training on systems and software; trains user on microcomputer operation and functionality.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of principles and practices of computer science and information systems.
Knowledge of the principles and practices of microcomputer systems hardware and software troubleshooting.
Knowledge of operational characteristics of microcomputer systems.
Knowledge of operational characteristics of local and wide area networks.
Knowledge of basic methods and techniques of determining microcomputer hardware and software problems.
Knowledge of personal computer hardware and software components.
Knowledge of modern office procedures, methods and equipment including computers and supporting word processing and spreadsheet applications.
Knowledge of basic mathematical principles.
Knowledge of operational characteristics of various computer hardware and software applications.
Knowledge of methods and techniques used in trouble shooting various computer applications, hardware and software problems.
Knowledge of data processing and computer systems terminology.
Knowledge of microcomputer hardware and software terminology.
Knowledge of pertinent Federal, State and local codes, laws and regulations.

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Skill in installing, maintaining, operating and troubleshooting microcomputer systems hardware and software problems.
Skill in troubleshooting and analyzing microcomputer hardware and software problems.
Skill in monitoring and troubleshooting network problems.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work requires continuous use of computers and peripherals, lifting and carrying computer supplies weighing up to 40 pounds.

MINIMUM QUALIFICATIONS:
- An Associate's degree in Computer Science or related field; and six (6) years of information systems hardware and software installation and maintenance experience, computer programming, network services, systems support or production support.

PREFERRED QUALIFICATIONS:
- A Bachelor's degree in Computer Science or related field.
- Microsoft Certified Training.

SPECIAL REQUIREMENTS:
- Possess a valid state driver's license.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.